



## Planned Water Service Outage

### Approximately 125 residences/businesses impacted in small areas of West Conshohocken Borough and Upper Merion and Lower townships

April 3, 2019

Dear Customer:

I am writing to make you aware of a major infrastructure improvement project in West Conshohocken Borough that will limit, and in some cases prevent, unplanned service interruptions in parts of West Conshohocken Borough and Upper Merion Township in the future.

You might recall that Aqua Pennsylvania experienced a large water main break in the borough in January 2018 that resulted in a substantial service interruption. The impact of the main break was the result of the failure of two large valves, dated 1955, that were needed to isolate the broken pipe from the rest of the system.

**This Saturday, April 6 beginning at 4 a.m.**, Aqua will begin removing the old valves and replace them with two brand new 30-inch valves. Having the new valves in place will enable Aqua to isolate areas of the system in the future to minimize the number of customers affected by such breaks should they occur.

The replacement of the valves is expected to take 12 to 16 hours during which time your home will be without water or have very low water pressure. With our 4 a.m. start, we anticipate restoring your water service between 4 p.m. and 8 p.m. The affected streets include **Tennessee, Kentucky, Hillside and Dehaven avenues; Union Hill, Clipper and Matsonford roads, and Overlook Lane.**

To prepare for this planned service outage, Aqua encourages you to begin storing water for drinking, cooking and brushing your teeth. Water for these purposes should be stored in **clean potable containers**, including water pitchers and coolers like those used for picnics. You might also consider buying bottled water to bridge the gap during this outage.

If you anticipate needing water for flushing toilets, gardening or other **activities that do not require potable water**, you can store water in a bathtub, laundry sink or another sink that might not be needed during the outage.

When full water service is restored, there is a good chance that you will have air in your lines. We suggest turning your taps on in order from those at the lowest level in your home to those at the highest level in your home. Once you have done so, turn each off in the same order, from lowest to highest.

We appreciate your patience and cooperation as we complete this very important improvement to the water distribution system in your neighborhood.

Sincerely,

A handwritten signature in black ink that reads "Michael J. Greim". The signature is written in a cursive style with a large, stylized initial 'M'.

Mike Greim  
Area Director